

**CALNET II RFP DGS-2053 Question and Answer Set # 4**  
**December 1, 2004**

The answers contained in this Question and Answer Set are a continuation of responses to the questions presented by vendors to be addressed at the bidders conference and are not all inclusive. Additional answers to questions submitted for the bidders conference will be issued as responses are developed.

**2. Rules Governing Competition**

- 2-1. 2.1: The Request for Proposal (RFP) DGS-2053 appears to fail in conforming with SECTION 2.1 Rules Governing Competition. Is this DGS/TD's intention?

**Answer: The RFP is consistent with Section 2.1.**

- 2-2. 2.5: Is it the State's intention to allow the submission of RFP clarification questions after the December 9<sup>th</sup> deadline for "RFP change requirements"? In other words, can bidders assume that minor questions on the State's intent in the RFP can still be asked, and that the December 9<sup>th</sup> deadline is for substantive changes to the RFP requirements?

**Answer: Questions with regard to clarification of the RFP requirements may be asked throughout the competitive bid process prior to the Final Proposal Submittal deadline. The December 9<sup>th</sup> deadline applies to requests for changes to the RFP requirements only. This deadline has been extended to December 16<sup>th</sup> via Addendum #1.**

- 2-3. In a number of places in the RFP the State mentions "pre-qualified bidders". Will there be a down-select process, and if so, when will this take place?

**Answer: In accordance with the Key Action Dates in Section 1.5 of the RFP, Prequalification Documentation shall be submitted by January 18<sup>th</sup> (date extended via Addendum #1). These documents are required to ensure Bidders the benefits of full participation in the competitive bid process. There will not be a "down-select" process.**

- 2-4. 2.2.7: Is there any format we should use for requesting changes to the RFP?

**Answer: No, there is no particular format for changes. E-mail correspondence or a MSWord document transmitted through e-mail is preferable.**

- 2-5. 2.2.10: Can the State please clarify the "five day" calendar time period for the "submission of Initial Protest". Does this time period start after the bidders conference on Dec. 2<sup>nd</sup> or after the "Final Date to Submit Requests to Change the RFP Requirements" on Dec. 9<sup>th</sup>?

**Answer: As per the Key Action Dates, Section 1.5, and in accordance with Section 2.2.7, Changes Regarding the Solicitation, bidders will be allowed an opportunity to request changes to the RFP requirements. The State will respond to change requests in a timely fashion. Bidder's are then allowed 5 days after the State's response to file an Initial Protest. Furthermore, in accordance with Section 2.2.11, Addenda, bidders are allowed 5 days after release of an addendum to file an Initial Protest of the Addendum.**

- 2-6. 2.2.13, Cash Discounts: "State encourages Bidders to offer cash discounts for prompt payment, however, unless provided for elsewhere in the solicitation, will not be considered in award." Where can cash discounts be offered that would be considered in the evaluation to determine the successful bidder?

**Answer: This RFP does not provide for discounts that will be considered for evaluation purposes.**

- 2-7. 2.3.1.1 and 2.3.2.2: There are several references to a Qualification Proposal. Is the Qualification Proposal required for this RFP?

**Answer: In accordance with the Key Action Dates in Section 1.5 of the RFP, Prequalification Documentation shall be submitted by January 18<sup>th</sup> (date extended via Addendum #1). These documents are required to ensure Bidders the benefits of full participation in the competitive bid process. There will not be a formal Qualification Proposal.**

- 2-8. 2.3.1.5, Confidential Bidder Discussion: What steps will the State and the Evaluation Team take to preserve the confidentiality of each bidder's written submissions and the content of oral discussions?

**Answer: State employees who are participants of the CALNET II competitive bid process are required to sign a Confidentiality Statement. In doing so, the employee certifies that he/she will keep all RFP information in the strictest confidence and that any disclosure by a State employee is a basis for disciplinary action, including dismissal**

- 2-9. 2.3.1.8: Our company is a small minority women owned business. We read through Section 6 [9], the evaluation criteria, we did not see any weighted points for small business subcontracting effort. Is there a small business set aside or would you have any advise for our small status firms to participate in this RFP.

**Answer: Please see Section 5.12 of the RFP for information regarding the Small Business Preference. The State encourages the development of relationships between primes and subcontractors on large statewide contracts in order to better achieve small business participation.**

- 2-10. 2.3.1.8: Assuming that the CALNET procurement is approximately \$300 million dollars over 5 years. The annual expenditure would be approximately \$60 million dollars. If this is the case and we were to bid as the only small business to a prime that would mean that the 25% would be \$15 million dollars annually. This revenue would exceed the State's limit on small business, as it would put us over the \$10 million dollar annual limit. Under these conditions would we still be able to maintain the 5% SBE credit for the entire CALNET project?

**Answer: As described in Section 1.2.2 of the RFP, the CALNET I contract is currently valued at \$300 million annually. While the State makes no guarantees, the CALNET II contract is expected to be valued similarly at about \$300 million per year over a five-year term, or \$1.5 billion for the total value of the CALNET II contract. The Small Business (SB) program statutes permit a business to earn up to \$10 million per year, averaged over three years to retain eligibility for certification. A SB's eligibility to receive the preference is determined by their status at the time of contract award. Under the scenario outlined above, a single SB subcontractor would, at some point during the course of the five year contract (considering also any other revenue sources) develop to the point that they would no longer be eligible to be a SB and any funds expended with them after their certification was withdrawn could not be counted towards an agency's SB participation goals.**

- 2-11. 2.3.1.8: If the prime vendor were to put together a consortium of small businesses to stay beneath the SBE limit for the duration of the project, the project could sustain significant risk. The risk would be managing and coordinating multiple small business enterprises. How would the State view the risk of using multiple small vendors versus using one small business that would eventually exceed the SBE limitations?

**Answer: In any contract with a prime contractor and subcontractors, the prime contractor is responsible for contract performance and for managing the subcontractors it selects. For this reason, the State reserves the right to approve any proposed subcontractor to ensure that the quality of the performance expected from the prime contractor is not compromised by the selection of a subcontractor.**

- 2-12. 2.3.1.8: Is it the State's intention to actively promote small business requirements for this RFP? If so please explain how a small business today will continue to qualify as a small business after the award, given the amount of money to be paid to the small business.

**Answer: Please see the answer to 2-10, above.**

- 2-13. 2.3.3.3 & 8.2.3, Final Proposal: "The State reserves the right to consider electronic proposals, received prior to closing time specified, if confirmed in writing within 5 business days." This appears to be in conflict with Section 8.2.3. Please clarify.

**Answer: This is not in conflict with Section 8.2.3. Section 2 merely states that "The State reserves the right to consider electronic proposals...". Bidders are advised to adhere to the Proposal Format specified in Section 8 of the RFP to ensure compliance with the RFP requirements.**

- 2-14. 2.3.3.6, Evaluation and Selection of Final Proposal: the terms "minor item" and "major item" are somewhat ambiguous, but their specific definition is critical to ensuring compliance with the RFP requirements—and providing an accurate pricing proposal. Would DGS provide a categorized list (or comprehensive specific examples) that help define "minor items" and "major items"?

**Answer: It is highly recommended that Bidders adhere to the RFP requirements to the extent possible to ensure compliance. The state will not speculate as to the extent a bidder may deviate from RFP requirements and cannot provide a definitive list of minor items and major items. Be advised that any deviations from the RFP requirements may be a basis for rejection of the Bidder's proposal.**

- 2-15. 2.3.3.6.d: Can the State clarify its intentions regarding correction of proposals? Is the State saying that it can modify the bidder's proposal without the permission/knowledge of the bidder?
- Answer: Corrections are limited to obvious clerical or mathematical errors. Please see item 2.3.3.6.d.3 for an explanation of the order of precedence that will be followed for arithmetic errors. The state will not make unilateral changes to a Bidder's proposal.**
- 2-16. 2.3.3.6.d.4: Can the State clarify the demarcation between (definition of) a "minor item" and a "major item"?
- Answer: Please see the answer to 2-15, above.**
- 2-17. 2.3.4: If the State only receives one bid, will DGS/TD award the contract or will DGS/TD cancel the RFP and reissue it to promote competition?
- Answer: The State will not speculate at this time how many proposals will or will not be received and/or what course of action will be taken in the future.**

### **3. Existing Services**

- 3-1. 3.1 Overview: Can DGS TD provide specifics on the exemption process as defined in MM 04-08, such as deliverables, time frames for evaluation, demonstration opportunities, and what recourse a non-exempt agency has if an exemption is denied?
- Answer: The exemption process in Management Memo 04-08 does not have a defined time frame for evaluation and determination, and does not have an appeals mechanism. DGS-TD always welcomes technology related demonstrations for educational purposes.**
- 3-2. 3.2 CALNET-I General Attributes: When will an all inclusive list be provided that specifically identifies the current attributes that will and won't be carried forward (currently identified as "expected to be carried forward") into CALNET II?
- Answer: Section 6 of the RFP DGS-2053 contains all of the services to be acquired by the State under the CALNET II contract.**

- 3-3. 3.2 CALNET-I General Attributes: The RFP describes the elements of CALNET-1 that will not be carried forward, and under that heading is the desire not to have an exclusive MSA for CALNET services. Does this mean there will be other competing MSA's for CALNET "like" services, or does this mean there will be multiple vendors desired under CALNET-II?

**Answer: The intent of the State is to have one MSA with a single primary contractor for all CALNET-II services. See answer 1-39 for clarification on the "non-exclusivity" of CALNET-II.**

- 3-4. 3.2 CALNET-I General Attributes: In Section 3.2 on page 1, bullet #5, how much is the administrative fee that agencies have to pay DGS/TD for contract administration? Are agencies aware that they have to pay this fee?

**Answer: Where applied, administrative fees are embedded into the price of services under the CALNET contract, and vary by service and feature type. The CALNET-I contract, which is a public document, contains the administrative fee language. Additionally, agencies have been informed that administrative fees apply to CALNET rates via Agency Telecommunications Representatives (ATR) bulletins.**

- 3-5. 3.2 CALNET-I General Attributes: In Section 3.2 on page 2, in the second set of bullets regarding attributes not being carried over from CALNET-I to CALNET-II MSA: What is meant by "Joint bid/contractor" bullet? Does this mean that there is only one contractor and any/all potential subcontractors have no direct relationship with the State? Is only the sole contractor accountable to the State for all service delivery, product enhancement, billing, problem resolution, customer support, and implementation activities? If yes, how does allowing a sole contractor to maintain independent responsibility over product enhancement truly allow the State and its agencies to receive the most value and cost-effectiveness of the products and services being provided?

**Answer: Please see "General Response" provided in Question and Answer Set #2.**

- 3-6. 3.2 CALNET-I General Attributes: Is a bidder required to provide Telco services in all territories at the same price?

**Answer: Yes**

- 3-7. In Section 3.2 on page 2, in the second bullet, how will CALNET-II no longer be an “Exclusive MSA”?

**Answer: See answer 1-38 in Question and Answer Set #2.**

- 3-8. 3.2, page 2: The RFP states that the Statewide Integrated Billing System (SIBS) will not be carried forward into the CALNET II contract. Will this be de-selected as a service component or will it competitively bid under a separate procurement.

**Answer: This service will not be provided under the CALNET-II contract nor as a separate contract service offering.**

- 3-9. 3.3 Service Types: Based on the service quantities listed in RFI Table A, would DGS consider breaking this procurement into categories of MSAs, Instead of sole sourcing this? Each category could have multiple awardees to promote competition. Additionally, a provider with a deep product set in Category I (below) wouldn't be able to subsidize weak offerings in Category V (below).

Example:

Local & Line Side Services

Long Distance

Toll Free

Private Line

Data WAN services, etc.

**Answer: No, the RFP DGS-2053 will be awarded to a single primary contractor. The primary contractor can sub-contract for services from other providers as necessary to meet the requirements of the RFP.**

- 3-10. Exhibits in Section 3: What are the guaranteed bandwidth and overflow allowances for the data services?

**Answer: Data services must meet the Service Level Agreement (SLA) objectives contained in Section 6 of RFP DGS-2053.**

- 3-11. Exhibits in Section 3: What is the growth expected in terms of calls, bandwidth requirements and number of subscribers over the next 5 years?

**Answer: There are no accurate or reliable projections for increased calls, bandwidth growth, and number of subscribers that the State can provide.**

- 3-12. Exhibits in Section 3: What is the growth expected in terms of bandwidth requirements over the next 5 years?

**Answer: There are no accurate or reliable projections for bandwidth growth that the State can provide.**

- 3-13. Exhibit 3-P – CPE – Managed Services Question: Is there more specific equipment information such as manufacturer and model number for the CPE that is listed in this section?

**Answer: The CPE gear varies greatly throughout State and local government agencies, therefore making it impossible for the State to provide specific CPE information.**

## **5. Administrative Requirements**

- 5-1. 5.24 Conceptual Proposal Requirements: Nearly all of the information required for inclusion in the Conceptual Proposal would also be captured by the Detailed Technical Proposal in the responses to RFP Section 6. For example, the RFP states that a “*plan to provide invoicing...for services*” is required for the Conceptual Proposal (Section 5.24, paragraph 3); however, Section 6.12, Invoicing Services, must be addressed by the Detailed Technical Proposal. In addition, a Transition/Implementation Plan is requested in Section 5.24, paragraph 4 for the Conceptual Proposal. Section 6.18, however, includes a “Required Implementation/Transition Strategy” for the Detailed Technical Proposal. Because both the Conceptual Proposal and Detailed Technical Proposal will be works in progress and could have a large “conceptual” element, we envision that the information contained in both documents, therefore, will not be substantially different in content. Could DGS clarify the respective information it expects to see in the Conceptual Proposal and Detailed Technical Proposals in response to similar requirements, and what can bidders do for each document that will maximize the usefulness of each—to both DGS and the bidders?

**Answer: Refer to RFP Section 2.3.2.3, Conceptual Proposal and Section 2.3.2.4 for Detailed Technical Proposal. Communications regarding individual bidder proposals will be conducted in accordance with Section 2.3.1.5, Confidential Bidder Discussions. See schedule in Section 1.5, Key Action Dates, items 12 and 13.**

## **6. Business and Technical Requirements**

- 6-1. Section 6: If there are features or services that are currently on CALNET I but are not listed on the CALNET II RFP, does the State no longer need those services or features or should they be offered as unsolicited features/services? (Example Internet)

**Answer: They should be offered as unsolicited features/services.**

- 6-2. Section 6: Why is Internet not included in this RFP?

**Answer: Consolidation of this service is being developed through another State effort.**



- 6-3. 6.3: The requirement in 6.3 that All features and services must be compliant with TIA/EIA and ITU – T specifications appears to be impractical. Many of TIA/EIA and ITU documents do not specify feature descriptions. But they do specify telephony requirements for services that are used in the existing PacBell/SBC CIIN implementation. Is the State requiring the winning vendor to continue to support all current telephony services? Do these standards even apply to converged IP networks, etc.?

**Answer: 1. Yes. 2. Yes, these standards apply to the services identified.**

- 6-4. 6.3.1 Voice Network Design: Please provide soft copy sample of an acceptable drawing that includes the elements required in this section. Does DGS/TD have these drawings on file today for all state agencies procuring voice services under CALNET-I, or is this a new requirement in this procurement?

**Answer: This is a new requirement and no example will be provided. Respondents shall follow the directions listed in section 6.3.1.**

- 6-5. 6.3.1 Voice Network Design: It appears that many key voice components, such as Call Center Solutions, IVR and Voice Mail, have been placed under "line-side" services and not as part of or as an option to, a Voice or Enterprise network structure. What analysis did DGS perform that led to this design and evaluation strategy? Both technical and evaluation sections of the RFP restrict some of the most cost effective solutions.

**Answer: See "General Response" in Question and Answer Set #2 posted November 24<sup>th</sup>, 2004.**

- 6-6. 6.3.2, Intra-Lata Calling: Would DGS consider postalized rates for intra lata calls instead of banded call areas?

**Answer: Refer to Section 7 pricing schedule.**

- 6-7. 6.3.2, Intra-Lata Calling: Clarify what the RFP means by "consolidated service areas".

**Answer: Refer to section 6.4.10 Consolidated Services.**

- 6-8. 6.3.3, Long Distance Calling: Are there overlapping account codes between agencies?

**Answer: No.**

- 6-9. 6.3.3, Long Distance Calling: Are Bellcore Standards used to determine availability statistics?

**Answer: Please clarify question and resubmit.**

- 6-10. 6.3.3, Long Distance Calling: Are all of these features currently utilized? If not, which are most critical?

**Answer: Refer to Section 6, Business and Technical Requirements Mandatory, Mandatory Optional, Desirable definitions.**

- 6-11. 6.3.4, Long Distance Access: For switched access terminations is the carrier still responsible to maintain a GOS?

**Answer: Yes**

- 6-12. 6.3.4, Long Distance Access: Can we get an inventory of the current dedicated voice long distance T1 service?

**Answer: No.**

- 6-13. 6.3.7, Toll Free Services: Please specify what the nature of alternate routing is and under what circumstances (how) does the customer pre-define the arrangement? How is it activated?

**Answer: Definition of alternate routing is listed under "Basic Feature, Alternate Routing" 6.3.7. There would then be a joint decision between the client and vendor as to how this feature is used and activated.**

- 6-14. 6.3.7, Toll Free Services: Will you identify the number of current 800#'s used and the percentage of switched vs. dedicated termination?

**Answer: No**

- 6-15. 6.3.8, Toll Free Enhanced Routing: ANI routing, specifically is NPA/NXX routing sufficient to meet this requirement?

**Answer: All provided solutions for routing will be considered.**

- 6-16. 6.3.8, Toll Free Enhanced Routing: Under what circumstances and how often is the customer able to make "real-time" updates to their own database records?

**Answer: There would be a joint decision between the user and provider as to how this feature would be used.**

- 6-17. 6.3.8, Toll Free Enhanced Routing: Does this refer to voice and data services (e.g. dial plans)?

**Answer: Section 6.3.8 specifically refers to voice services.**

- 6-18. 6.3.8, Toll Free Enhanced Routing: Please define the nature of "Advanced Database Routing".

**Answer: Please clarify question and resubmit.**

- 6-19. 6.3.8, Toll Free Enhanced Routing: If we proposed a consolidated voice solution that will support both existing voice and new VoIP services, including preservation of current Centrex dialing habits, private and overlapping dial plans by the utilization of a central Call Agent which will manage the state and local agency dial plans and provide for inter and intra site calling, who does the State of California anticipate will provide maintenance and changes in the dial plans (e.g. self-management of dial plans by each agency or solely by the CALNET II contractor)?

**Answer: Refer to Questions and Answers Set #1, question #3 posted November 16<sup>th</sup>, 2004.**

- 6-20. 6.3.8a Toll Free Enhanced Routing: Some of the feature names in this toll free requirements section are specific carrier's trade-marked feature names. Should the "Feature Name" be ignored and emphasis put on the functional requirements in the "Feature Description"?

**Answer: Yes**

- 6-21. Table 6.3.8.a: In re Standard database routing: Does the State expect the network to provide this feature? Generally such a database would belong to the customer.

**Answer: The State expects the network to support the features listed 6.3.8.a**

- 6-22. 6.3.9, International Toll Free Services: Are you looking for a separate and unique toll-free number for each country or a single International Toll-Free number that can be used from any number of countries that offer UIFN service?

**Answer: The State will evaluate all proposed solutions to International Toll Free service offerings as listed in section 6.3.9.**

- 6-23. 6.3.10 900 Services: Why are Toll Free "800" services in 6.3.7 set as "Mandatory-Optional" and "900" services in this section set as "Mandatory"?

**Answer: 900 service offering is considered M-O. The entry listed for 6.3.10 is listed erroneously and will be corrected in a future addendum.**

- 6-24. 6.3.10 900 Services: If a carrier chooses not to support 900 service will they be disqualified from an award?

**Answer: Refer to Section 6, Business and Technical Requirements Mandatory, Mandatory Optional, Desirable.**

- 6-25. 6.3.10 900 Services: Out of approximately 258 Million voice (toll free, local, long distance) minutes a month procured under the existing CALNET-I contract, less than 140 thousand minutes are "900" services. Why is a requirement that represents less than 0.05% of voice traffic and even less a percentage in overall voice and data traffic being listed as a "Mandatory" requirement? And, under the definition of "Mandatory" service in Section 6 page 1, is this supposed to be a no cost item? If this is for a niche State Lottery application, shouldn't this requirement be handled outside the CALNET-II MSA?

**Answer: See "General Response" in Question and Answer Set #2 posted November 24<sup>th</sup>, 2004. 900 service offering is considered M-O. The entry listed for 6.3.10 is listed erroneously and will be corrected in a future addendum.**

- 6-26. 6.3.10 900 Services: Is 900 Service Mandatory or Mandatory Optional - Exhibit 7 indicates MO and 6.3.10 indicates M?

**Answer: 900 service offering is considered M-O. The entry listed for 6.3.10 is listed erroneously and will be corrected in a future addendum .**

- 6-27. 6.3.11, Operator Services: Rate Quotes. Must rate quotes vary by distance?

**Answer: Refer to Section 7 pricing schedule.**

- 6-28. 6.3.12, Calling Card Services: Will you identify the countries of interest for Calling & Pre-Paid Card Service?

**Answer: No**

- 6-29. 6.3.12, Calling Card Services: Do the calling cards have to be billed individually by user as suggested or can they be billed on a consolidated invoice?

**Answer: The State will evaluate solutions proposed for calling cards and prepaid calling card billing as outlined in 6.3.12.**

- 6-30. 6.3.13 Audio Conferencing: In development of this requirement, was there no agency input for desired features of web conferencing and network-based collaboration or are those features just additional unsolicited items that bidders should add? Or are these defined separately as desirable options in section 6.8.4?

**Answer: Add additional unsolicited items within the table 6.3.13.b.**

- 6-31. 6.3.13 Audio Conferencing: Are the features listed in this section required for all basic audio conferencing services (three-way, six-port, etc.)?

**Answer: Yes**

- 6-32. 6.3.13.b: In re Page 23 transcription: the network provider is expected to offer a transcription service? Likewise translation service? We could see the network providing access to third party services, but why would this be included in the RFP?

**Answer: All features listed for 6.3.13.b are listed as Desirable. Please see Section 6 page 1 for definitions of Mandatory, Mandatory Optional and Desirable**

- 6-33. 6.3.14: In the interest of fair and open competition, we are requesting the removal of all references to ICM and ICR solutions, as they are brand names from one of our competitors.

**Answer: References to ICM and ICR will be changed in a future addendum.**

- 6-34. 6.3.14: Page 23 intelligent call routing: This appears to be a network ACD function, including functions such as Skill-Based routing. The network should provide access to third party functions. Is this a reasonable request as part of the service?

**Answer: Yes.**

- 6-35. 6.3.15, EDD Intelligent Call Routing: Why is a customized application for a specific agency, EDD, included as a separate one-of-kind requirement in this MSA? Aren't these niche, one-of-a-kind, custom applications better served by exemptions or a separate competitive procurement?

**Answer: See "General Response" in Question and Answer Set #2 posted November 24<sup>th</sup>, 2004.**

- 6-36. 6.3.15, EDD Intelligent Call Routing: Three pages of bullet requirements don't lay out all the process flows and interdependencies for the specific EDD application. Will there be an opportunity for the bidders to meet one-on-one with EDD to develop the appropriate solution during the RFP phase?

**Answer: No. Proposed enhanced, intelligent network call center applications shall be evaluated based upon the overall benefit to any governmental agency requiring that IT/Telecom business platform. The State will evaluate each proposed solution on it's own merits.**

- 6-37. 6.3.15, EDD Intelligent Call Routing: My understanding is that since the EDD Contact Center project is to be covered under a separate RFP, we are unclear as to the reasoning for the inclusion of the description of the EDD environment in the CALNET II RFP. It has the appearance of giving favorable treatment to one of competitor's. For the above reasons, we ask that references to EDD's call centers be removed.

**Answer: See "General Response" in Question and Answer Set #2 posted November 24<sup>th</sup>, 2004.**

- 6-38. 6.3.15, EDD Intelligent Call Routing, Call Center Service and CTI: Is the intent to capture "cradle to grave" call statistics regardless of which component (ICR, Call Center, CTI) is controlling the call?

**Answer: Propose as specified in 6.3.15. Additional features may be proposed as unsolicited services/features.**

- 6-39. 6.3.15, EDD Intelligent Call Routing: We understand EDD is going out to bid for its call center operations. Will this be a replacement for that RFP or will EDD still go out to bid?

**Answer: Proposed enhanced, intelligent network call center applications shall be evaluated based upon the overall benefit to any governmental agency requiring that IT/Telecom business platform.**

- 6-40. 6.3.15, EDD Intelligent Call Routing, Sec 6, page 31: As this design references a "tenant" like model of ACD services, is the Administration of the overall system expected to be segregated to reveal information relating ONLY to the particular "customer", or will the only "interface" each customer is offered be to the reporting piece, thereby requiring a central administrator for the system as a whole?

**Answer: Proposed enhanced, intelligent network call center applications shall be evaluated based upon the overall benefit to any governmental agency requiring that IT/Telecom business platform.**

- 6-41. 6.4, VOICE LINE-SIDE SERVICES: Items 6.4.1 through 6.4.4 through 44 lay out detailed requirements to keep the existing local voice environment in place. What is DGS/TD's plan to allow agencies to migrate out of the existing line side-services environment?

**Answer: Refer to Questions and Answers Set #1, question #3 posted November 16<sup>th</sup>, 2004.**

- 6-42. 6.4.1, Line Side Services, Minimum Requirements: Does "call completion" refer only to dial tone availability and not to whether the call actually connects?

**Answer: Call Completion refers to the actual connection of a call from and to the network edge.**

- 6-43. 6.4.1, Line Side Services, Minimum Requirements: Will the State of California allow voice calls to be recorded, which is required for P.861 (PSQM, obsolete by P.862) and P.862, since the call must be assessed relative to a sample?

**Answer: No. All measurements shall be taken during coordinated conversion implementation phases, as part of the installation test and acceptance or, periodic maintenance windows, without live traffic.**

- 6-44. 6.4.1, Line Side Services, Minimum Requirements: Is the speech quality assessment to be made on a per call basis?
- Answer: No. All samples should be taken during coordinated maintenance windows, without live traffic.**
- 6-45. 6.4.1, Line Side Services, Minimum Requirements: Is the MOS-like score to be averaged over all calls per day, per week, over the month?
- Answer: The MOS-like score shall not be averaged. Monthly report of samples taken during the month/per individual sample.**
- 6-46. 6.4.1, Line Side Services, Minimum Requirements: Is the speech quality assessment of the network included or only the end-user assessment?
- Answer: This performance requirement applies to the Line Side, end-user assessment.**
- 6-47. 6.4.2, Measured Business Line Services: There appears to be some features and services missing off the consolidated services list. Many of these feature and services are currently in use by State and local agencies. Should all consolidated services features on the CALNET 1 contract be included?
- Answer: Bidders may propose additional services and or features. Please refer to "Additional unsolicited features offered by the Bidder" section of that specific Section 6 table.**
- 6-48. 6.4.2, Measured Business Line Services: In reviewing the required features, it appears the State is requiring the use of Centrex and/or CentraNet services. Is Centrex/CentraNet the required service in response to this section? Can technologically more advanced products/services be proposed, which meet the requirements?
- Answer: Refer to Questions and Answers Set #1, question #3 posted November 16<sup>th</sup>, 2004.**
- 6-48. 6.4.3 CO Exchange Basic Services (or equivalent) – Consolidated Locations: Where do we specify Central Office restrictions to feature capabilities?
- Answer: Section 6 tables – "Documentation" field**
- 6-49. 6.4.3 CO Exchange Basic Services (or equivalent): Must the conferencing features (Preset Conferencing, Meet Me Conference/30 Port) comply with requirements of Section 6.3.13 "Audio Conferencing"?
- Answer: Equivalent or like services/features, that meet or exceed the State's requirements, may be proposed.**

- 6-50. Table 6.4.3.a: In Section 6 page 34, calls forward internal/external splits busy line and don't answer: It is questionable whether every central office can provide this feature. Is it required?

**Answer: Refer to Section 6, Business and Technical Requirements Mandatory, Mandatory Optional, Desirable definitions.**

- 6-51. Table 6.4.3.a: Many of the features described for basic exchange service are obscure. For example, page 35, call forward over private facilities—allows users to forward calls to other phone lines outside the same system utilizing private facilities. What does this mean? Forward over tie lines?

**Answer: Allows for call forward over tie lines and tie trunks.**

- 6-52. 6.4.1: Page 28 requests for loss and noise levels are technically incorrect (- 8dB loss is actually a gain, and -32dBrn is less than 0dBrn). Would you please clarify this?

**Answer: -8db is a reference to the maximum attenuated transmission loss as measured between the Central Office and the customer MPOE over copper facilities installed by the contractor. -32DBRN is a reference to the maximum noise level as measured between the Central Office and the customer MPOE over copper facilities installed by the contractor.**

- 6-53. 6.4.4: Enhanced services page 40; some of these requirements are practically impossible to meet. Primary virtual directory number. Call forward per key. Multiple message waiting indicators. How does DGS/TD propose that these services be met?

**Answer: See "General Response" in Question and Answer Set #2 posted November 24<sup>th</sup>, 2004.**

- 6-54. 6.4.5 Call Center Services: Why are Call Center Services rolled in to the Voice Line-Side services section? Is this because most calls terminate on Local Services DIDs instead of toll free calls?

**Answer: a. The contract provides single location CO based call center (ACD) applications, as well as multi location Network ACD applications, as described in the Voice Network Services section of the RFP. b. No. Agencies utilize both toll and toll free services to meet their business needs.**



- 6-55. 6.4.5 Call Center Services: This section again appears to set requirements to keep the existing environment in place, specifically as it relates to manual supervisor intervention. Are there no additional specific desired options that would provide additional automation to existing call center services applications or integration with existing web-based self-service applications?

**Answer: See “General Response” in Question and Answer Set #2 posted November 24<sup>th</sup>, 2004. Additional features may be proposed as unsolicited services/features.**

- 6-56. 6.4.5 Call Center Services: Call center services—page 44— It is doubtful that these can all be achieved except with certain selected CPE ACD's. The RFP requires these anywhere, including from CO ACD's well as CPE ACD's. This gets particularly messy when it as related to the requirement on page 48 for CTI. To comply with this, as written, would require custom programming. Is this the State's intent?

**Answer: The agency's service/application requirements are determined jointly between the contractor / client agency through the process identified in Section 6.13.3.**

- 6-57. 6.4.5 Call Center Services: Is the intent to offer all call center services in a hosted environment or will there be a customer premise equipment component as well? Can the State provide the number of departments and entities that need to be supported, and the number of users associated with each departments?

**Answer: a. Refer to Questions and Answers Set #1, question #3 posted November 16<sup>th</sup>, 2004. b. Yes for CO based ACDs only.**

- 6-58. 6.4.5 Call Center Services, Section 6, page 50: How many levels of prioritization are expected?

**Answer: Please clarify question and resubmit.**

- 6-59. 6.4.6 Computer Telephone Interface (CTI): With what ACD node does this CTI interface interact? Why is this requirement separate from a specific ACD solution?

**Answer: a. CTI application requirements are defined jointly by the contractor and customer during the process identified in Section 6.13.3. b. CTI applications may or may not be a requirement associated with ACD, or call center application.**

- 6-60. 6.4.6 Computer Telephone Interface (CTI), Section 6, page 54: Is this level of customization expected to extend to a fully customizable agent desktop, with or without softphone capability?

**Answer: The level of customization would be determined jointly by the contractor / client agency through the process identified in Section 6.13.3**

- 6-61. 6.4.6 Computer Telephone Interface (CTI), Section 6, page 54: Is it expected that the degree of customization includes the ability to create a thin client desktop (with or without softphone and custom UI) or is only a fat, pre-created application expected?

**Answer: The level of customization would be determined jointly by the contractor / client agency through the process identified in Section 6.13.3**

- 6-62. 6.4.6 Computer Telephone Interface (CTI), Section 6, page 54: Assuming either case above (fat or thin client), what operating system(s) is (are) the agent desktop application expected to run on?

**Answer: The level of customization would be determined jointly by the contractor / client agency through the process identified in Section 6.13.3**

- 6-63. 6.4.6 Computer Telephone Interface (CTI), Section 6, page 54: Is it expected that the level of customization will allow direct API level integration between the desktop and other third party applications or is it sufficient to offer only "keystroke macros" and/or DDE messaging?

**Answer: The level of customization would be determined jointly by the contractor / client agency through the process identified in Section 6.13.3**

- 6-64. 6.4.6 Computer Telephone Interface (CTI), Section 6, page 54: What operating system is the desktop expected to run on

**Answer: Determined jointly between the contractor / client agency through the process identified in Section 6.13.3**

- 6-65. 6.4.7: Central office trunk service page 49: SS7 signaling capabilities for CPE trunks. It is not clear that this can be offered or that it could be used if it were. Is this a correct interpretation of the requirement?

**Answer: Equivalent or like services or features, that meet or exceed the States requirements may be proposed by the contractor. The State will evaluate each proposed solution on it's own merits.**

- 6-66. 6.10, Required Customer Premise Equipment: Today, DGS/TD offers a catalog of services and products as part of the State's CIIN CALNET contract, DGS-0026. All mandated, non-mandated, local government and tax supported entities may choose (i.e., are not mandated) to purchase from this catalog. Why is no similar catalog a part of the CALNET II RFP DGS-2053?

**Answer: The state's objective is to acquire telecommunications services. Equipment is considered commodity items and may be provided as proprietary to support a vendor solution, through other state procurement contracts, agency procurement acquisitions, and as otherwise available in the commercial marketplace.**

- 6-67. 6-10 Why is the non-mandatory catalog of products and services that are in today's CIIN DGS-0026, not present in RFP DGS-2053?

**Answer: See response to 6-84 above.**

- 6-68. 6.11 End User Support: Will DSG/TD accept the costs related to meet all support requirements stated in paragraph 6.11?

**Answer: Based on the reference provided, the question requires further clarification. Please clarify your question and resubmit.**

- 6-69. 6.11.1.1 General DGS/TD Responsibilities: How will the contract be amended as it relates to this section if the California IT Strategic plan is adopted? Would oversight be transferred to the new entity?

**Answer: The contract will be amended consistent with state strategic policy and within the parameters of state acquisition processes and procedures.**

- 6-70. 6.11.1.2 Contractor's General Responsibilities: The paragraph states that the contractor shall provide requirements "at no charge to the state". These requirements favor the incumbent as many, if not all items listed are in place and satisfied in the CALNET I MA.

**Answer: The state has identified its requirements in release of the RFP and competitive acquisition process. Each bidders proposal will be evaluated using the weighting factors described in Section 9, Proposal Evaluation.**

- 6-71. 6.11.1.2 Contractor's General Responsibilities: What is the process for maintaining the ATR database?

**Answer: DGS/TD updates and maintains the database on a monthly basis and posts on the ONS web-site.**

- 6-72. 6.11.1.2 Contractor's General Responsibilities: Who will have responsibility for maintaining master file?

**Answer: The state will retain this responsibility.**

- 6-73. 6.11.1.2 Contractor's General Responsibilities: How will the State determine what are sufficient resources to support the contract?  
**Answer: Refer to Exhibit B, Model Language, Section 52, Contractor Personnel, (d) (f).**
- 6-74. 6.11.1.2 Contractor's General Responsibilities: Will you provide more detail concerning the content, level of detail, frequency etc. required for reports related to management of the contract?  
**Answer: Refer to entire Section 6, Business and Technical Requirements, for all report content, frequency, and level of detail required by the RFP. Any specific questions or concerns with requirements and bidder specific proposal can be addressed during bidder confidential discussions.**
- 6-75. 6.11.2 Planning: The paragraph states that the contractor shall provide requirements "at no charge to the state". These requirements favor the incumbent as many, if not all items listed are in place and satisfied in the CALNET I MA.  
**Answer: See response to question 6-90 above.**
- 6-76. 6.11.5, Marketing Requirements: Why is the contractor prohibited from discussing existing products/services or proposed products/services with agencies until those services are under contract or written approval received from DGS/TD? To keep a competitive environment, why shouldn't the winning contractor discuss applications and potential solutions with an agency just like a competitor would in an attempt to use the exemption process for needed services?  
**Answer: The intent of the state is that the contractor not discuss with customers any existing or planned service it offers that has not been proposed or approved by the state for inclusion on the contract. As part of its business consulting responsibilities under the contract, the contractor may discuss industry trends in technology evolution and business application.**
- 6-77. 6.11.5, Marketing Requirements: Whose marketing reps are to be trained? Please explain the State certification process.  
**Answer: All Contractor staff responsible for marketing and supporting contract services must be trained on services and contract terms and conditions. The state does not intend to "certify" per se, but rather verify that contractor staff are sufficiently prepared to execute the terms and conditions of the contract in interacting with customers.**

- 6-78. 6.12.1, Invoicing System for Voice and Data Services: "The Contractor shall be responsible for the coordination with business partner's and subcontractor's invoice systems." Define the roles and expectations.

**Answer: The State is requiring the Contractor to provide an accurate and descriptive invoicing system. The Contractor will be responsible for any business partner's and sub-contractors invoicing system to maintain the same information as the Contractor.**

- 6-79. 6.12.1.1, Invoicing System Requirements: 5th bullet - "Invoice summary reports." Can the state provide additional details/samples of required invoice summary reports.

**Answer: A summary report provides the customers a list of all circuits/lines that are billing on a consolidated invoice.**

- 6-80. 6.12.1.4 General Invoice System Requirements: The contractor is required to provide paper and electronic (CD and/or web) invoices in 6.12.1.1. The requirements of this section say that contractor's subcontractors must provide web and CD invoice options. Should this be "web and/or CD" options?

**Answer: The RFP reads as it should. Any Contractor's sub-contractor must be able to bill via paper, web and CD just as the Contractor must.**

- 6-81. 6.12.1.4 General Invoice System Requirements: 3rd bullet - "Contractor agrees that Services/features offered under this Contract will include unique Corporate Identifiers. In instances where permanent Corporate Identifiers have not been assigned, the Contractor agrees to assign temporary Corporate Identifiers to facilitate identification of billed Services on customer invoices." Please clarify how you intend to use Corporate Identifiers.

**Answer: This question is referring to the 9<sup>th</sup> bullet rather than the 3<sup>rd</sup>. The Corporate identifier is a unique identifier that pertains to a particular product and the cost of a product.**

- 6-82. 6.12.2, Fraud Management System: There appears to be a typographical error in the first paragraph. Should this read "the system be available 24X7"?

**Answer: Yes, it should read 24X7 rather than 27X7. This has been corrected with the release of the Addendum #1.**

- 6-83. 6.16.2.3, Fiscal Management Reports: Please explain what is meant by "Total Recurring and Non -recurring charges including any ongoing charges and credits that billed separately"?

**Answer: This would include all Recurring or Non-recurring charges that may have been billed separately and placed in a different section of the bill other than under the "Recurring and Non-recurring sections".**

- 6-84. 6.16.2.6, DBVE Tracing Fiscal Report: Please explain what the DGS Reference number is?

**Answer: The DGS reference number is the certification number assigned to the DVBE vendor.**

- 6-85. 6.17, Management Tools and Reports: 1st bullet - Can this requirement be satisfied by a web enabled application that can be reached from PCs currently in use by DGS/TD authorized clients? How many individuals need to be supported?

**Answer: No, the first bullet refers to the network management monitoring tool at the DGS/TD location only. 4 workstations are required. All other applications/location may be web based.**

- 6-86. 6.17, Management Tools and Reports: 2nd bullet - The specifications require real time reporting of network performance, inventory, invoice and fiscal management tools. This requirement conflicts with the requirements for fiscal management tools specified in sections 6.16.1 and 6.16.2. Is the intent to receive real time status for the tools specified in section 6.17 rather than section 6.16?

**Answer: "Real time" reporting is directly referring to network performance reporting.**

- 6-87. 6.17, Management Tools and Reports: 5th bullet - For planning purposes, how many password-protected accounts are required?

**Answer: The number of accounts will vary and are impossible to accurately predict at this time.**

- 6-88. 6.17.3, Client Trouble Ticket Reporting and Tracking System: It appears DGS is requesting non-contract services to be included in the Trouble Ticket Reporting System. How does DGS see E911 integrating with the CALNET II RFP?

**Answer: The RFP will be amended requiring only contract related services be included in the Trouble Ticket Reporting System.**

- 6-89. 6.17.6, Network Backbone Monitoring Application/Tool (M): Does the State desire to have a stand alone Voice Network Backbone Monitoring tool, or one which incorporates both data and voice networks?

**Answer: The Network Backbone Monitoring Application/Tool solution shall be the Contractors prerogative while complying with the requirements in Sections 6.6.1 and 6.17.**

**7. Costs**

- 7-1. Cost Table 6.3.3, page 6: Please clarify - Long Distance Calling billing increment in 6 minute interval.

**Answer: Should read as “six second interval” and has been corrected in Addendum 1.**

- 7-2. Cost Table 6.8.1.1/6.8.1.2: The model references 100,000 minutes - what does this represent?

**Answer: This represents a “per minute” charge that may be associated with the use of this service for both on net and off net calls. It is at the discretion of the bidder to determine if any cost factor should be applied.**

**Appendix B – Model Contract**

- 12-1. Appendix B, Section 11, Order of Precedence: Will negotiated changes contained in the successful Bidder's final proposal take precedence over the RFP in the event of a conflict or inconsistency?

**Answer: This question presumes there will be negotiated changes, which may or may not be the case. However, assuming such changes are reflected in the Statement of Work, which will be Attachment 2 to the Contract, then the answer is yes.**

- 12-2. Appendix B, Section, Section 60, Administrative Fees: Will alternate vendors providing services that are also available under the contract be required to charge administrative fees consistent with those required of the successful Bidder? If not, how will the administrative fees be established for alternate vendors? How will the State estimate the required administrative fees with limited term and minimum commitments for the state agencies and non-state agencies?

**Answer: If services are obtained from suppliers outside the CALNET contract through agency initiated procurements, administrative fees cannot be applied by DGS. Should services be obtained outside the CALNET contract through contracts developed by DGS, application of administrative fees may be a requirement. The second question is unclear – please clarify and resubmit.**

- 12-3. Appendix B, Section, Section 69, MFN: MFN - Do "substantially similar services" include the similar Terms and Conditions?

**Answer: No**

- 12-4. Appendix B, Section, Section 77, Benchmarking: Will the benchmarking be limited to a review of the entire suite of CALNET II services? If yes, will the competitive services be required to meet the same terms and conditions, including all tools, billing, service levels, etc. required of the successful Bidder? If no, will the individual services be required to meet the same terms and conditions, including all tools, billing, service levels, etc. required of the successful Bidder?

**Answer to first question: No**

**Answer to second question: No. The State will seek benchmarking of each individual service offered under CALNET II. Per Appendix B, Section 77, the Benchmarking Process (including relative comparisons) will be discussed and determined in advance by the State and Contractor.**



- 12-5. Appendix B, Section 81, Governance: The selected Bidder will have repeated discussions with entities receiving or eligible to receive Deliverables or Services that may involve answering questions or explaining the contract. Do these day-to-day contacts represent "interpretations" that require the advance approval of the State? If not, what kind of communications that constitute "interpretations" fall under this section.

**Answer: The state understands that contractor staff will be in dialogue on a daily basis with customers and has established a requirement that contractor staff be well versed on contract services and terms and conditions. However there may be instances where contract language may be unclear or interpretation suspect. In these instances, in order to reduce confusion and/or service impact, the contractor will solicit input from the state program manager prior to providing the customer with its interpretation.**

- 12-6. Appendix B, Section 67 describes the "technology refresh" process between the State and the Contractor. What if a technology refresh is new service that is in high demand, but the Contractor builds a business case that determines they cannot provide the solution cost effectively? What if one of the Contractor's Subcontractors can provide the new technology enhancement/service more cost effectively than the Contractor?

**Answer to First Question: Contractor is obligated to provide Enhancements per Appendix B, Section 67. As noted in Appendix B, Section 56, CALNET II is a non-exclusive agreement. If alternative service providers can provide an Enhancement more cost-effectively than Contractor, the Enhancement may be obtained outside of the CALNET II contract. For mandatory services requested by a non-exempt customer, the DGS/TD will review the customer's written exemption request to determine if the circumstances to go outside the contract are warranted.**

**Answer to Second Question: It is Contractor's responsibility to make the business case for the competitive pricing of an Enhancement. The State assumes that in making its business case, Contractor will consider utilizing subcontractors to provide such Enhancement where cost-effective. See Appendix B, Section 6, 68, 69, 77 and Appendix B, Attachment 7 Glossary (definition of "Affiliate").**